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PAYMENT INFORMATION: Payments may be made by mail or in person using check, cash, money order, or credit or debit cards. Credit and debit card payments are also accepted by telephone (dial 513-591-7700 and follow the instructions). **Mail payments to: GCWW, P.O. Box 742505, Cincinnati, Ohio 45274-2505.** You can also receive, view and pay your bill online at MyCheckFree.com or one of over 3,000 banking institution web sites nationally. For a list of the banking institution web sites delivering GCWW electronic bills, visit <http://www.ebillplace.com/cda/ebillplace>. You can also pay your bill online at www.cincinnati-oh.gov/waterbill. Payments may be made in person on weekdays (closed Saturdays, Sundays and holidays) at the GCWW business offices at 4747 Spring Grove Avenue from 7:30 AM to 5:30 PM (there is also an after-hours deposit box at this location), the City Treasurer's Office in Cincinnati City Hall at 801 Plum Street from 8:00 AM to 5:00 PM, or the Mason Municipal Building at 6000 Mason-Montgomery Road from 8:00 AM to 4:30 PM. Payment in full must be received at one of these locations by the "Payment Due Date" shown on the bill to avoid additional charges. A monthly service charge will be levied against any unpaid balance after the "Payment Due Date". Allow at least five (5) days for processing when mailing a payment.

BILLING OR SERVICE INQUIRIES: To speak with a Greater Cincinnati Water Works (GCWW) Customer Service Representative to resolve billing and service concerns, call **513-591-7700** between 7:30 AM and 5:30 PM, Monday through Friday. Visit during those same hours or write us at 4747 Spring Grove Avenue, Cincinnati, Ohio 45232-1986. Automated customer assistance is available 24-hours per day, 7 days per week to access account information and make payments. Just dial 513-591-7700 and follow the step-by-step instructions, or log on to our electronic customer account management site (ECAM) at www.cincinnati-oh.gov/waterbill. Requests to dispute charges must be received within 21 days of the "Due Date". If your dispute cannot be resolved, you have the right to a hearing before a GCWW Hearing Officer. At the hearing, you and/or a person of your choice have the right to present testimony, evidence or other information. You may request copies of account records pertaining to your dispute prior to the hearing. Those records will also be available to you at the hearing. To request a hearing, write to: GCWW Customer Contact Center Manager, 4747 Spring Grove Avenue, Cincinnati, Ohio 45232-1986.

IMPORTANT LANDLORD/TENANT INFORMATION: City of Cincinnati Municipal Code Section 401-93-A states, in part, that any person or entity responsible for the payment of charges for services billed, who causes the disconnection of water service for failure to pay the charges for past service or through any other violation of Greater Cincinnati Water Works Laws, Ordinances, Rules and Regulations, or who willfully causes the water service to be disconnected, except while repairs are in progress or during temporary emergencies, shall be liable for compensatory damages to all other persons or entities denied the benefits of water service so disconnected. This section further states that if a tenant makes arrangements to the satisfaction of the Greater Cincinnati Water Works for the arrearage of the customer who is in default in order to avoid disconnection of water service for non payment, or to cause reconnection of service so disconnected, the tenant shall have the right to deduct the amount of such payment(s) from any future payment of rent.

EXPLANATION OF BILL LANGUAGE: Your bill may be for more than one service. Charges for each service are itemized for your convenience. The "Total Due" is the total account balance, which includes amounts under payment plans or in dispute. Water and sewer use is typically reported in cubic feet (cuft) or hundreds of cubic feet (ccf). One cuft is equal to 7.48 gallons and One ccf is equal to 748 gallons. Charges for other services are calculated according to instructions of the appropriate agency.

TAMPERING WITH UTILITY EQUIPMENT CONSTITUTES A THEFT OFFENSE under Ohio Revised Code Section 4933.18, which could result in the imposition of criminal sanctions. This applies to reconnection of water service disconnected by Greater Cincinnati Water Works as well as to actions to damage or by-pass a water meter, conduit or attachment with the intent to impede the reading or accurate registration of the meter.

GREATER CINCINNATI
WATER WORKS
PO BOX 742505
CINCINNATI OH 45274-2505

